

**CITY OF CARLSBAD
CLASS DESCRIPTION**

JOB TITLE: **SECRETARY / ADMINISTRATIVE SECRETARY**

DEPARTMENT: **VARIOUS**

BASIC FUNCTION:

Under general supervision, performs a variety of responsible secretarial duties and administrative tasks in support of department staff. Performs related responsibilities as required.

DISTINGUISHING CHARACTERISTICS:

Secretary is the experienced journey-level class performing a wide variety of tasks, duties and responsibilities at an advanced technical skill level. Assignments may vary from general support of several staff to specialized support in a technical area. Employees are expected to perform independently under general supervision and are reviewed for end result or product.

Administrative Secretary is the senior or executive level class. Employees at this level are distinguished by the scope and magnitude of job responsibilities, discretion in decision-making and accountability expected. The work requires in-depth knowledge of activities or operations in order to analyze and interpret information and make decisions based on non-standard or diverse guidelines rather than those readily established. Only purpose and objectives are defined with supervisory review on final results or compliance to objectives. Typical administrative assignments may include a combination or majority of the following duties: input and monitoring of budgets; payroll/personnel processing; handling confidential/sensitive information; supervising others; composing correspondence or researching and drafting information for correspondence or reports; and interacting with high level or critical contacts in providing information.

KEY RESPONSIBILITIES:

Provide direct secretarial support to one or more professional or management positions and may provide support to commissions/committees; receive visitors; schedule appointments; maintain appointment calendars; make travel and meeting arrangements; may attend meetings to take minutes.

Type, edit, proofread and prepare materials in appropriate formats, assemble and distribute correspondence, reports and documents, such as agreements, contracts, permits, resolutions, and agendas; transcribe recorded dictation; prepare standard forms and other related records; may assist in production of newsletters or other desk-top publishing documents.

Compose correspondence and compile reports from a variety of sources; facilitate transmission of information to other offices/agencies and interface with other staff or outside agencies/clients/public in obtaining information and coordinating activities.

Receive inquiries from the public, other departments and agencies; answer phones and route calls, provide a variety of information requiring an understanding of department policies and procedures.

Establish and maintain a variety of files and records in systems for retrieval by staff; determine subject and nature of files, cross-referencing and storage of this information in active, inactive or purge status.

Perform a variety of tasks in budget monitoring and fiscal recordkeeping, which may include, sorting, filing, preparing and/or processing a variety of documents and fiscal records; may assist in monitoring or reviewing expenses and revenues relative to budget; may recommend transfers and assist in budget preparation.

Perform a variety of other clerical tasks as minor duties or back-up to staff, including but not limited to, data entry, copying, recordkeeping, filing, and processing standard business forms.

May supervise or provide direction for the work of other clerical personnel when so assigned.

Perform other related duties as assigned.

QUALIFICATIONS:

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

General City policies, procedures and practices.

Department policies, procedures and practices.

Standard secretarial and general office practices, methods and techniques including office equipment operation.

Proper English usage, grammar, punctuation and spelling.

Standard recordkeeping systems and procedures.

Preparation of complicated documents requiring specialized typing.

Software applications, e.g., word processing, spreadsheet or database on microcomputer systems as required by the assignment.

For the Administrative Secretary:

Thorough knowledge of City and department policies, procedures and practices as it relates to administrative functions.

Depending on assignment, knowledge of specialized legal or technical protocols, terminology, codes, procedures as it relates to duties.

Depending on assignment, general knowledge of supervisory methods and techniques.

Skill in:

Operation of a variety of office equipment, including computer equipment and typing at 60 wpm net corrected speed.

Depending on assignment, may require shorthand or speedwriting at a speed necessary to perform job.

Ability to:

Demonstrate excellent customer service.

Learn, apply, and explain related policies and procedures.

Use correct English grammar, punctuation, and spelling.

Direct and review the work of subordinate staff.

Communicate effectively both orally and in writing.

Establish and maintain cooperative working relationships.

Make independent decisions within broad established guidelines.

As necessary, maintain confidentiality of sensitive materials.

Transcribe materials from tape or shorthand/speedwriting as determined by assignment.

For the Administrative Secretary:

Demonstrate and foster excellent customer service.

Problem-solve through analyzing and interpreting materials or information to make decisions or recommendations.

Make decisions and handle situations in the absence of the supervisor.

EXPERIENCE AND EDUCATION:

Any combination of education and/or experience that could likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required knowledge, skills, and abilities would be:

Equivalent to completion of the twelfth grade, including or supplemented by specialized secretarial and business training.

For the Secretary:

Two years of progressively responsible clerical and secretarial experience.

For the Administrative Secretary:

Four years of progressively responsible journey-level clerical and journey-level secretarial experience.

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read information and documents; observe and interpret people and situations; learn and apply new information or skills; perform detailed work; and interact with staff and others encountered in the course of work.

Incumbents may occasionally need to travel to various city locations or to off-site meetings as necessary and as the assignment demands.

Depending on the assignment, there may be special environmental or additional physical or mental requirements that will be detailed at the time of recruitment.

DATE APPROVED: 4/2001